

July 30, 2007

TO: ALL STATE AGENCIES, SCHOOL DISTRICTS, MUNICIPALITIES, VOLUNTEER
FIRE COMPANIES AND POLITICAL SUBDIVISIONS

FROM: RONALD W. HILL
SENIOR STATE CONTRACT PROCUREMENT OFFICER

SUBJECT: ADDENDUM TO AWARD NOTICE
CONTRACT NO.: **05-384-AC, CELLULAR/DATA EQUIPMENT & SERVICES**

ADDENDUM # 4

This addendum is issued to add contact names and helpful information.

Verizon Wireless - State of Delaware

Where do I go?

orders-Please have an authorized contact e-mail your
order information to:

StateofDE@VerizonWireless.com

Include the following information:

Mobile number (if existing account)
Equipment requested
Accessories requested
Price plan requested-voice and/or data
Special features requested (example: Tethering)
User name
Shipping address
Agency name
If adding to an existing account, then please provide the account number
Billing address
Contact number and name in case there are questions about the order

Customer Service issues, billing inquiries, and payment questions, please send to
wfmneliaison@hq.verizonwireless.com Please place in the subject line State of DE.

Day-to-Day Sales Activities, equipment, data and pricing questions etc. please contact **DJ Raught** at 302-540-9999.

Contract Questions, data questions, escalated issues, price plan questions please contact **Tina Trexler** at 610-246-2799.

Activating Phone-if you have a problem with over the air activation (*228), please have your authorized contact on the line and call 800.922.0204 and request customer service. If it is a port in number_contact the port center at 888-844-7091. You may be required to supply the *order number* and the *location code*, which is found at the top right hand corner of the packing slip.

Equipment-for first free replacement phones per State contract please follow the ordering process above. Indicate that this is a replacement phone. For other equipment concerns, please follow the handset warranty exchange process below.

Handset Warranty Exchange (FRU)- please contact the AOC/Regional Return Center at 800-417-3849.

Not sure who to call? Reach out to Tina Trexler at 610-246-2799.

Local Team			
Tina Trexler	Government Account Manager	Tina.trexler@verizonwireless.com	610-246-2799
DJ Raught	Government Sales Representative	Roland.Raught@verizonwireless.com	302-540-9999
Elliott Scates	Government Sales Manager	Elliott.scates@verizonwireless.com	609-922-3121
Sandi Sheckler	Government Associate Director	Sandi.sheckler@verizonwireless.com	302-530-1554
Craig Powell	Data Solutions Manager	craig.powell@verizonwireless.com	215-284-2383
Sherrie Henson	Account Liaison	wfmneliaison@hq.verizonwireless.com ** Please note in subject line STATE of DE	800-806-8618 ext 1576